

MEMORANDUM

April 14, 2008

TO: Carla Reid, Director, Department of Permitting Services

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: Follow-up steps outlined in the 4/11/2008 CountyStat meeting to be presented at the May 30, 2008 (tentative) CountyStat meeting

The following items were identified for follow-up during the CountyStat meeting:

1. Determine national and local practices for conducting final inspections for residential and commercial properties and the need for these in Montgomery County.
Responsible party: Department of Permitting Services (DPS)
Other parties involved: none
Deadline: May 16, 2008
2. Determine national and local standards for the issuance of Use and Occupancy permits for residential properties. Determine the need for these in Montgomery County.
Responsible party: Department of Permitting Services (DPS)
Other parties involved: none
Deadline: May 16, 2008
3. Determine appropriate methodology for analyzing residential satisfaction with DPS. This analysis should include both DPS customers and also residents who do not interact with DPS directly.
Responsible party: DPS
Other parties involved: CountyStat
Deadline: May 16, 2008
4. Identify the steps that would be necessary to reduce Montgomery County's Insurance Services Office (ISO) Building Code Effectiveness Grading Schedule (BCEGS) rating. Determine residential and commercial savings in insurance premiums caused. Determine the drop is worth the additional cost of meeting the requisite standards.
Responsible party: DPS
Other parties involved: CountyStat
Deadline: May 16, 2008
5. Identify the criteria used by the Maryland Department of the Environment and evaluate the feasibility of DPS using these criteria to measure their effectiveness. Determine appropriateness or need to develop new measures.
Responsible party: DPS
Other parties involved: CountyStat

Deadline: May 16, 2008

6. Revisit all performance measures. Determine what level of granularity is appropriate for meaningful reporting. Develop plan for implementing data collection strategy when needed and include targets.

Responsible party: DPS

Other parties involved: none

Deadline: May 16, 2008

7. Determine feasibility of providing information from the plan tracking initiative on the DPS website.

Responsible party: DPS

Other parties involved: DTS

Deadline: May 16, 2008

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer